

SUMMARY

Analysis of The Influence of Competitive Advantage, Comparative Advantage, and Patient Factor on the Discharge Against Medical Advice Incidence at Tongas General Hospital of District Probolinggo

Cases of patients discharge against medical advice are common in hospitals. Patients discharge against medical advice while medically unfit to leave the hospital can be interpreted as a disappointment to the hospital. The incident of discharge against medical advice in Tongas General Hospital of District Probolinggo is always high and not according to Kepmenkes standard no. 129 in 2008 that is $\leq 5\%$. In 2014, the number of incidents of discharge against medical advice at Tongas General Hospital of District Probolinggo is 9.5%. Then in 2015 rose to 11.5%. The year 2016 decrease to 8.8%. Furthermore, the year 2017 increase to 13%.

A discharge against medical advice return is where a patient chooses to leave the hospital before the treating physician recommends returning home (Alfandre, 2009). According Stern (2011), discharge against medical advice is the release of patients from hospitals or health care facilities before doctors who treat recommend to go home. The discharge against medical advice return according to the Minister of Health Decree Number 129 Year 2008 regarding Hospital Minimum Service Standards is a request to return patient or family of patient before decided to go home by doctor.

The purpose of this research is to analyze the influence of competitive advantage and comparative advantage toward the incident of discharge against medical advice at Tongas General Hospital of District Probolinggo. The variables studied in this study were age, sex, education, occupation, income, patient satisfaction, illness perception, fear of treatment, competitive advantage, and comparative advantage.

This type of research is observational research because it takes the data directly from the observation without giving treatment to the object of research. This research is a descriptive observational research with cross sectional design because the time of data retrieval or observation is done at the same time. The population in this study were patients who had been treated in Probolinggo Tongas District Hospital, patients who are being treated at Tongas General Hospital of District Probolinggo, and patients who perform discharge against medical advice. The respondent is the entire population so it does not require the determination of the sample because the population is too small.

In this study, there are ten variables studied. There are eight variables that affect the incidence of discharge against medical advice at Tongas General Hospital of District Probolinggo. This is evidenced by the percentage difference of 20% in the calculation in cross tabulation or crosstab. Variables that affect the incident of discharge against medical advice is age, occupation, income, patient satisfaction, fear of treatment, illness perception, competitive advantage, and comparative advantage

The conclusions of this study are age, occupation, income, patient satisfaction, fear of treatment, illness perception, competitive advantage, and comparative advantage affecting the incident of discharge against medical advice at Tongas

General Hospital of District Probolinggo. Then the advice given is Tongas General Hospital of District Probolinggo should be able to improve the quality of service to patients, quality of human resources, and improving the quality of hospital cleanliness facilities and inpatient room. The increase is useful for Tongas General Hospital of District Probolinggo can provide excellent service quality to patients and can compete with its competitors.

RINGKASAN

Analisis Pengaruh *Competitive Advantage*, *Comparative Advantage*, dan Faktor Pasien Terhadap Kejadian Pulang Paksa di RSUD Tongas Kabupaten Probolinggo

Kasus pasien pulang paksa merupakan hal yang sering terjadi di rumah sakit. Pasien pulang paksa walau secara medis belum layak untuk meninggalkan rumah sakit dapat diartikan sebagai kekecewaan terhadap rumah sakit. Kejadian pulang paksa di RSUD Tongas Kabupaten Probolinggo selalu tinggi dan tidak sesuai standar Kepmenkes No. 129 tahun 2008 yaitu $\leq 5\%$. Tahun 2014, jumlah kejadian pulang paksa di RSUD Tongas Kabupaten Probolinggo sebesar 9,5%. Kemudian tahun 2015 naik menjadi 11,5%. Tahun 2016 turun menjadi 8,8%. Selanjutnya tahun 2017 naik menjadi 13%.

Pulang paksa adalah kondisi seorang pasien yang memilih untuk meninggalkan rumah sakit sebelum dokter yang merawat merekomendasikan untuk pulang (Alfandre, 2009). Menurut Stern (2011), pulang paksa adalah pelepasan pasien dari rumah sakit atau fasilitas perawatan kesehatan sebelum dokter yang merawat merekomendasikan untuk pulang. Pulang paksa menurut Kepmenkes Nomor 129 Tahun 2008 tentang Standar Pelayanan Minimal Rumah Sakit merupakan permintaan pulang pasien atau keluarga pasien sebelum diputuskan boleh pulang oleh dokter

Tujuan penelitian adalah menganalisis pengaruh *competitive advantage* dan *comparative advantage* terhadap kejadian pulang paksa di RSUD Tongas Kabupaten Probolinggo. Variabel yang diteliti dalam penelitian ini adalah umur, jenis kelamin, pendidikan, pekerjaan, pendapatan, *patient satisfaction*, *illness perception*, *fear of treatment*, *competitive advantage*, dan *comparative advantage*.

Jenis penelitian ini adalah penelitian observasional karena mengambil data langsung dari pengamatan tanpa memberikan perlakuan kepada objek penelitian.

Penelitian ini merupakan penelitian observasional deskriptif dengan rancang bangun *cross sectional* karena waktu pengambilan data atau observasi dilakukan pada waktu yang sama. Populasi dalam penelitian ini adalah pasien yang pernah dirawat di RSUD Tongas Kabupaten Probolinggo, pasien yang sedang dirawat di RSUD Tongas, dan pasien yang melakukan pulang paksa. Responden merupakan seluruh populasi sehingga tidak memerlukan penentuan sampel karena jumlah populasi terlalu sedikit.

Pada penelitian ini, terdapat sepuluh variabel yang diteliti. Terdapat delapan variabel yang berpengaruh terhadap kejadian pulang paksa di RSUD Tongas Kabupaten Probolinggo. Hal ini dibuktikan dengan adanya perbedaan persentase sebesar 20% pada perhitungan di tabulasi silang atau *crosstab*. Variabel yang berpengaruh terhadap kejadian pulang paksa adalah umur, pekerjaan, pendapatan, *patient satisfaction*, *illness perception*, *fear of treatment*, *competitive advantage*, dan *comparative advantage*

Kesimpulan dari penelitian ini adalah umur, pekerjaan, pendapatan, *patient satisfaction*, *illness perception*, *fear of treatment*, *competitive advantage*, dan *comparative advantage* berpengaruh terhadap kejadian pulang paksa di RSUD Tongas Kabupaten Probolinggo. Kemudian saran yang diberikan adalah RSUD Tongas Kabupaten Probolinggo harus dapat meningkatkan kualitas pelayanan

kepada pasien, peningkatan kualitas SDM, dan peningkatan kualitas fasilitas kebersihan serta ruang rawat inap rumah sakit. Peningkatan tersebut berguna agar RSUD Tongas Kabupaten Probolinggo dapat memberikan kualitas pelayanan yang prima kepada pasien dan dapat bersaing dengan para kompetitornya.

ABSTRACT**Analysis of The Influence of Competitive Advantage, Comparative Advantage, and Patient Factor on the Discharge Against Medical Advice Incidence at Tongas General Hospital of District Probolinggo**

Cases of discharge against medical advice at Tongas General Hospital of District Probolinggo is high. The data in the last four years shows the number of cases of discharge against medical advice up and down and always above the standard . The purpose of this study is influence analysis of competitive advantage and comparative advantage on the discharge against medical advice incidence at Tongas General Hospital of District Probolinggo

This research is a descriptive observational study with design cross sectional because the time of data retrieval or observation is done at the same time . The population in this study were patients who had been treated at Tongas General Hospital of District Probolinggo, patients who are being treated at Tongas General Hospital of District Probolinggo, and patients who perform discharge against medical advice. The respondent is the entire population so it does not require the determination of the sample because the population is too small.

The results showed that there are eight variables that affect the incidence of discharge against medical advice at Tongas General Hospital of District Probolinggo. This is evidenced by the percentage difference of 20% in the calculation of crosstab. The conclusions of this study are age, occupation, income, patient satisfaction , illness perception , fear of treatment, competitive advantage, and comparative advantage affect the incident of discharge against medical advice at Tongas General Hospital of District Probolinggo.

Based on the results of these studies, the advice given is to improve the quality of service, quality of human resources, and hospital cleanliness facilities and inpatient room. The increase is useful for Tongas General Hospital of District Probolinggo can provide excellent service quality to patients and compete with the competitors.

Keywords: competitive advantage, comparative advantage, patient factor, discharge against medical advice

ABSTRAK

Analisis Pengaruh *Competitive Advantage*, *Comparative Advantage*, dan Faktor Pasien Terhadap Kejadian Pulang Paksa di RSUD Tongas Kabupaten Probolinggo

Kasus pulang paksa di RSUD Tongas Kabupaten Probolinggo tergolong tinggi. Data dalam empat tahun terakhir menunjukkan jumlah kasus pulang paksa naik turun dan selalu diatas standar. Tujuan dari penelitian ini adalah menganalisis pengaruh *competitive advantage* dan *comparative advantage* terhadap kejadian pulang paksa di RSUD Tongas Kabupaten Probolinggo.

Penelitian ini merupakan penelitian observasional deskriptif dengan rancang bangun *cross sectional* karena waktu pengambilan data atau obsevasi dilakukan pada waktu yang sama. Populasi dalam penelitian ini adalah pasien yang pernah dirawat di RSUD Tongas Kabupaten Probolinggo, pasien yang sedang dirawat di RSUD Tongas, dan pasien yang melakukan pulang paksa. Responden merupakan seluruh populasi sehingga tidak memerlukan penentuan sampel karena jumlah populasi terlalu sedikit.

Hasil penelitian menunjukkan bahwa terdapat delapan variabel yang berpengaruh terhadap kejadian pulang paksa di RSUD Tongas Kabupaten Probolinggo. Hal ini dibuktikan dengan adanya perbedaan persentase sebesar 20% pada perhitungan *crosstab*. Kesimpulan dari penelitian ini adalah umur, pekerjaan, pendapatan, *patient satisfaction*, *illness perception*, *fear of treatment*, *competitive advantage*, dan *comparative advantage* berpengaruh terhadap kejadian pulang paksa di RSUD Tongas Kabupaten Probolinggo

Berdasarkan hasil penelitian tersebut, maka saran yang diberikan adalah meningkatkan kualitas pelayanan, kualitas SDM, dan fasilitas kebersihan serta rawat inap rumah sakit. Peningkatan tersebut berguna agar RSUD Tongas Kabupaten Probolinggo dapat memberikan kualitas pelayanan yang prima kepada pasien dan bersaing dengan para kompetitor.

Kata Kunci: *competitive advantage*, *comparative advantage*, faktor pasien pulang paksa